

CORPORATE DATA CENTER OPERATIONS

Service Catalog

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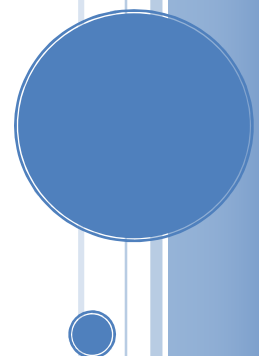


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1.0 ABOUT CORPORATE DATA CENTER OPERATIONS

Corporate Data Center Operations (CDCO) provides a full complement of information technology (IT) services to customers nationwide within the Federal public sector, including both Department of Veterans Affairs (VA) and other government agencies (OGA). These services include a host of technical solutions to best accomplish all tasks associated with customers' varied IT projects, such as:

- IT systems hosting services; applications management; 24 hours a day, 7 days a week, 365 days a year (24x7x365) service desk support, IT service continuity management, information assurance, and data conversion; and application integration services.
- Experience with all major operating systems for mainframe, UNIX, Windows and Linux platforms, and offers a wide range of platform hosting services.
- Hosting services to include a variety of data storage options such as remote data vaulting for disaster recovery, as well as near-line and off-line tape storage.
- A variety of computer output services such as print and CD-ROM creation.
- Administration of approximately 200 complex IT applications that support VA medical care, financial payments, benefits, record-keeping, and research programs. Most systems support Office of Management and Budget (OMB) Exhibit 300 programs managed by CDCO for multiple VA program offices and projects.
- Management of over 1,800 servers for VA and OGAs.

The organization is aligned under VA Office of Information and Technology (OI&T), Enterprise Operations and Field Development. It operates as a single data center with four campuses:

- Austin Information Technology Center (AITC), Austin, Texas
- Hines Information Technology Center (HITC), Chicago, Illinois
- Philadelphia Information Technology Center (PITC), Philadelphia, Pennsylvania
- Capital Region Data Center (CRDC), Falling Waters, West Virginia

All four campuses follow common policies and procedures, but each campus can host specialized services. All four campuses are managed by an Executive Director, based at AITC. In addition, CDCO operates VA's Record Center and Vault (RC&V) in Neosho, Missouri.



Although CRDC, HITC, and PITC are funded from the IT Systems Appropriation, AITC and the RC&V are VA franchise fund operations and receive no appropriated funding. AITC joined VA franchise fund in 1996 and is now the largest VA franchise fund operation. Authorized under the Government Management Reform Act, AITC offers IT products and services to other Federal agencies on a full cost-recovery, fee-for-service basis. This creates a unique combination of private-industry competitiveness and public sector dedication to providing the best and most economical IT services to government customers.

CDCO adopted the Information Technology Infrastructure Library's (ITIL's) best practices and management processes for information technology service management (ITSM). The ITIL framework ensures repeatable processes, predictable outcomes, and continuous process improvement-key requirements for on-going operations for the organization.

AITC contracted with Gartner to administer a benchmarked information technology (IT) customer satisfaction survey in FY 2009. The survey, taken by 418 of the AITC customers, resulted in an overall satisfaction rating of 4.27 out of 5.00, the highest score the AITC has achieved in the ten years of conducting this survey. Use of Gartner as an independent, recognized expert in the information technology (IT) industry minimizes the potential for survey bias and provides a 99 percent confidence level in the overall score. The survey uses standard criteria questions to allow for benchmarking across peer groups. The AITC peer group includes private sector and public sector organizations conducting four or more surveys from 2000 to 2009. By conducting annual or biennial surveys and acting on the feedback, this peer group demonstrates a strong commitment to customer satisfaction. Of the 398 surveys within the peer group, the AITC scored in the top 3.5 percent of overall satisfaction scores, earning a coveted Gartner "Best in Class" rating.

2.0 CORE SERVICE OFFERING

CDCO operates 24x7x365. State-of-the-art tools and computing environment combined with an experienced IT staff provide a processing infrastructure that is highly scalable, reliable, and secure. In addition to health, benefits, management, web applications, virtual and imaging platforms, MS exchange, and financial applications, several VA-wide healthcare systems are supported that promote VA and Department of Defense information sharing.

The organization operates all its data centers with enterprise-level environmental, security, and data communications services. AITC is the largest CDCO data center in VA and consists of a main computer room, an Uninterruptible Power Supply (UPS) room, UPS battery room, power distribution room, and generator room.

- The computer center consists of 25,000 square feet of raised flooring and 30,000 square feet including the facilities rooms.
- AITC is serviced by dual power feeds from the city electric company.
- AITC UPS system consists of three 675 kilowatt (kW) UPS modules, powered by three independent lead acid battery strings. Each of the UPS modules provides 675 kW of ride-through capability in the event of a power failure. The UPS system provides power for the computer room, the phone system (a private branch exchange (PBX)) system with telecommunications hubs), and the security system. The computer room at full load can operate for approximately 15 minutes on battery power, thus providing plenty of ride-through power until the facility standby Emergency Diesel Generator System (EDGS) activates.
- Self-contained DX (direct expansion) air conditioning units control the temperature and humidity inside the computer room and supporting facility rooms. Each unit has an independent, dual-compressor system with a 22-ton capacity. Two under-floor water detectors are located with each air conditioning unit.
- All power to the facility is filtered through surge protectors.
- Spare breakers for the entire facility are maintained on-site.
- Additional protection against flooding or water damage includes a response team equipped with wet-dry vacuums, sump pumps, tarps, and ceiling tile drain equipment, accessible in a room adjacent to the computer room.

PITC also operates another large data center and it consists of a main computer room, adjacent office suite designed to accommodate computer room expansion, an UPS, an UPS system battery room, power distribution rooms, and an emergency standby diesel generator room.

- The computer center consists of 25,000 square feet of raised floor and 31,000 square feet including the rooms mentioned above.
- PITC is serviced by dual power feeds from the city utility with 2.8 megawatts of emergency back-up capacity.
- PITC UPS consists of two 800 kW UPS modules configured to operate in parallel redundant mode of operation. Each UPS module is backed by two strings of valve regulated lead acid battery also

configured in parallel redundant design connected to a double ended battery switchgear unit which allows for any battery string to backup either UPS module. Each of the UPS modules provides 800 kW of ride-through immediate power in the event of a power failure until the emergency standby diesel generators activate on-line,

- The UPS systems provide power to the computer room, the building public branch exchange (PBX) system, facility wide telephone and LAN closets, building wide security systems, fire alarm systems, and building demarcation room.
- All power to the facility is filtered through surge protectors and the building is protected by a lightning arresting system.
- Spare breakers for the entire facility are maintained on-site.
- Additional protection against flooding or water damage include an under floor water detection system, water service drains, wet-dry vacuums, sump pumps, tarps, and ceiling tile drain equipment, accessible in the computer center.

2.1 IT Systems Hosting

CDCO has experience with all major operating systems for both mainframe and open system platforms. It offers a wide range of platform hosting, including Web hosting services and customized platforms in addition to standardized services that provide greater economies of scale, larger volume buying discounts, and enhanced vendor support. Standard hosting services are detailed below.

2.1.1 Platforms/Operating Systems

Computing platforms range from small Windows, UNIX, and Linux servers to large-scale enterprise-class servers.

2.1.1.1 UNIX Systems

The UNIX infrastructure includes approximately 400 servers. Several of these are high-end servers, such as HP Superdomes and Sun SF25 servers. Most UNIX servers support OMB Exhibit 300 programs.

- Users of UNIX include Veterans Health Administration's (VHA) Health Data Repository, My HealtheVet, and Administrative Data Repository systems; Veterans Benefits Administration's (VBA) Corporate, Data Warehouse, and Loan Guaranty Systems; Office of Acquisition and Logistics, and VA Department of Defense (DOD) Identity Repository.
- AITC is a SunTone certified facility (Sun Solaris).
- CDCO provides Solaris, HP-UX, and AIX UNIX expertise to VA and OGA organizations.

2.1.1.2 Windows Systems

The Windows infrastructure includes approximately 600 systems.

- These systems serve many functions. Many function as Web, SQL, and Application servers which are hosted in both physical and virtual environments. Systems are hosted for both VA and OGA organizations.
- CDCO provides Windows, Active Directory, and VMWare expertise to VA and OGA organizations.

2.1.1.3 Virtual Memory System (VMS) and Linux Systems

- OpenVMS is a multi-user, multiprocessing virtual memory-based operating system (OS) designed for use in time-sharing, batch processing, real time (process priorities can be set higher than OS kernel jobs), and transaction processing. It offers high system availability through clustering, or the ability to distribute the system over multiple physical machines.
- Linux is provided for multiple customers who have the option of running on physical or virtual servers.

2.1.1.4 CDCO runs 7 Mainframes

CDCO supports Customer Information Control System (CICS), Transaction Processing 8 (TP8), and Tuxedo online transaction processors.

2.1.1.4.1 AITC (2):

- CICS supports the BDN Beneficiary Identification Records Locator System (BIRLS) and Insurance Payment System and several other VA corporate financial systems.
- Austin's primary mainframe is a 1436 MIP IBM z9 (2094-504) and smaller 398 MIP IBM z10 (2098-M03). Both are highly scalable up to 10 to 15 times current capacity.
- z9 and z10 Mainframe architecture includes Linux engines capable of supporting an estimated total of 96 virtual Linux images.
- AITC provides mission critical processing for VA such as Personnel and Accounting Integrated Data (PAID), Financial Management System (FMS) and the Decision Support System (DSS).
- Over 100 applications run on the mainframe supporting the VA and numerous other government agencies such as General Services Administration (GSA), DOD, Government Accountability Office (GAO), Department of Justice (DOJ), Environmental Protection Agency (EPA), and National Archives and Records Administration (NARA).
- Mainframe Enterprise Server processes about 1.8 million production jobs annually.
- There are approximately 12,500 users who access the Austin mainframe.
- AITC supports SAS statistical processing, Oracle, web-based C/C++, and Java applications, IDMS database and Model 204 database applications as well as traditional COBOL applications.
- Provides a highly secure and reliable processing environment.

2.1.1.4.2 HITC (2):

- TP8 supports the BDN.
- Tuxedo supports the Veterans Service Network (VETSNET).
- Hines operates a 51 MIPS IBM Business Class Server z9.
- Hines also operates a Bull mainframe is a DPS9000/TA42.
- Benefit Delivery Network (BDN) payments to Veterans in excess of \$40 billion per year are supported by HITC.

2.1.1.4.3 PITC (3):

- Philadelphia's primary mainframe is an IBM z890 60 MIPS mainframe.
- PITC supports VBA's Insurance Payment System application.
- IBM 2105 Shark DASD with 839 gigabytes (GB) of usable storage is used.
- Social Security Administration interfaces with PITC to compare insurance policyholder addresses with Social Security Administration to improve mailing accuracy. PITC also transfers Insurance payment data to the Treasury Department to allow for disbursements to veterans.
- Philadelphia hosts an IBM z9 (2094-501), 386 MIP Mainframe with EMC storage for Disaster Recovery/Continuity of Operations (DR/COOP) for Austin mainframe IBM applications.
- Philadelphia hosts a Honeywell DPS 9000 model 542 with DMX storage for DR/COOP for Hine's BDN mainframe.

2.1.2 Storage

AITC established a heterogeneous environment for its disk storage. This environment enables the disk storage to support the mainframe, UNIX, Linux, and Windows platform storage needs in a single, cost-effective environment. Disk storage enables data mirroring, creation of business continuance volumes, and replication of data at remote sites. AITC's storage capability includes over 1600 terabytes (TB) of storage in EMC Redundant Array of Independent Disks (RAID), and StorageTek Automated Cartridge System and a magnetic tape library cataloging over 110,000 tapes. This hardware and associated software provide disk- and tape-data storage for all platforms at AITC.

CDCO manages about 1600 TB of disk storage.

- Mission critical and essential systems are vaulted to Hines or Philadelphia.
 - Mission Critical: level of support will have the capability of recovering applications within a 12-hour period with potential production data loss of no more than 2 hours.
 - Essential Support: level of support will have the capability of recovering applications within a 72-hour period with data being restored from the last backup.
 - Routine Support: This level of support will acquire replacement processing capacity after a CDCO disaster declaration and the application(s) will be operational when the CDCO resumes regular processing services or no later than 30 days after a disaster declaration.
- Centralized storage management across all sites.
- CDCO recently replaced all older technology disk storage with new systems.
- The organization is examining lower-cost, near-line storage for less expensive, non-vaulted storage, and its ability to copy disk-to-disk-to-tape (D2D2T).

2.1.3 Database

Standard database offerings are SQL Server 2005 and 2008, running on Windows 2003 Enterprise and Oracle for Redhat Linux and Solaris. Currently, CDCO supports Oracle versions ranging from 10g to the latest update of 11g. Database administrators' services include:

- Installation, security, and upgrade to SQL or Oracle RDMBS and related tools.
- Physical database design in sizing, storage allocation, capacity planning.
- Database backup/recovery.
- Database monitoring.
- Performance tuning.
- Creation and maintenance of all databases in development, testing, and production, based on business requirements.
- Program migration, database changes, and security access control.
- Coordination with developers to ensure proper integrity, security and performance of application design and code.
- Coordination with developers to ensure optimal management of systems.
- Coordination with project managers to ensure the delivered database supports project requirements.

CDCO supports Oracle, IDMS, SQL, IDS2, M204, and Cache databases.

- Cache and IDMS support legacy systems.
- Oracle and SQL are widely used by multiple enterprise applications.
- CDCO provides IDMS, Oracle, and SQL Server Database expertise to other VA organizations and workgroups.

2.1.4 CDCO Standard Architecture

The organization provides IT architectural support for customers needing assistance to develop IT solutions to meet their hosting requirements. Architects use a standard template to solicit information about a customer's project if the requirements are not completely defined and provide a technical solution, cost estimate, and general timeframe for the project's implementation.

- CDCO follows VA Enterprise Architecture standards for VA customers.
- Architects
 - Work closely with the customer, security, contracting personnel, and VA national groups to ensure best value and best technical fit.
 - Test and evaluate products as requested.
 - Supports the work of organizations that set industry standards and holds membership in the Storage Performance Council (SPC) and the Storage Networking Industry Association (SNIA).

2.1.5 Software

The standard offerings for mainframe, UNIX, Linux, and Windows platforms include over 100 Commercial Off-The-Shelf (COTS) software packages. These packages support application development, ease of access to their information at CDCO, increased productivity, increased security, ease and speed of file transfers, online reports viewing, and decreased mail cost. The organization acquires other software

packages requested by customers and also contracts for vendor software support, in order to provide ongoing maintenance and to remain current with software releases and updates.

2.1.6 Telecommunications

CDCO has extensive experience with telecommunication systems that provides customers access to their data and applications. The organization offers Transmission Control Protocol/Internet Protocol (TCP/IP) and System Network Architecture (SNA) network protocols running:

- Multiprotocol Label Switching (MPLS) for transport of data, voice, and video over the WAN.
- OC3, T3, and T1 lines for wider bandwidth and redundancy over multiple carriers.
- Integrated Services Digital Network (ISDN) and Primary Rate Interface (PRI) lines to support the transport of voice, text, video, data, facsimile images, and graphics.
- Virtual private network (VPN) services.
- Secure hosting for the Home TeleHealth (HTH) national 800 number modem service that allows Veterans to communicate health care data, educational information, and home-care questions to VA health care providers.

Firewalls, router access control lists, and intrusion detection and prevention systems ensure network security. Redundant telecommunication circuits and network monitors maintain network reliability.

- **BMC Performance Manager and Network and Systems Management (NSM)** –CDCO uses BMC Performance Manager and Computer Associates Unicenter NSM for internal enterprise monitoring and management. BMC Performance Manager and NSM enable technicians to monitor specific equipment to capture statistics or to ascertain whether the equipment is functioning properly. It can generate reports for alarms, events, and statistical information, and can receive information from equipment traps that indicate that thresholds have been reached. When these events occur, the monitoring software automatically generates an incident through Unicenter Service Desk (USD).
- **Wide Area Network (WAN)** – Multiple telecommunications protocols and circuit bandwidths are available to provide efficient, economic, and rapid transfer of data between CDCO and its customers. In conjunction with VA's Telecommunication Management Office, CDCO provides a variety of routers and switches as well as firewalls and intrusion detection/prevention systems to route and protect WAN traffic. Connection via a synchronous optical network (SONET) ring enhances the redundancy and resiliency of WAN communications.
- **Local Area Network (LAN)** – The LAN environment employs a variety of Cisco and 3Com switches to provide both Ethernet concentration and repetition. IEEE 802.3 Ethernet using 10/100/1000 BaseT Unshielded Twisted Pair (UTP) and fiber optic cabling supports all LAN-based groups. CDCO operates a separate fiber optic backup network for high-speed out-of-band backup and recovery operations.
- **20G Optical Region Area Network (ORAN)** – The ORAN is a diverse route Geographical Ring connecting the West Virginia Eastern Panhandle with the DC Metropolitan area and permits geographically remote applications to operate at full capacity with redundancy. Currently configured and certified for 10 GB operation. The 10 GB Ethernet bi-directional ring allows

currently for a maximum throughput of 20 GB and is capable of Four Nines reliability with 1+1 wavelength protection.

2.1.7 Web Operations

CRDC provides operational support of VA Internet and intranet Web services; VA Web Operations, which is part of CRDC, host Web sites and Web applications across the entire Enterprise.

2.2 Applications Management Service

COTS packages are supported as well as internally and externally developed solutions for Federal government customers. Enterprise Application Management is under the direction of Active, Certified Project Management Professional (PMP) and Level III Project Managers. Specific application competency skills in the Open Systems environment include BEA WebLogic administration and monitoring, Apache HTTP and Tomcat Server administration, Microsoft .Net, Microsoft SQL Server, Microsoft Visual Studio, Java (J2EE, JSP, and Swing Classes), Hibernate Persistence, Oracle 10g, PHP Web Sites, and PERL. CDCO also provides application support on the IBM z9 using COBOL, IDMS, JCL, Oracle, Time Sharing Option (TSO), and CA7 Job Scheduling skills. Enterprise Applications Management includes:

- Business (Customer) Relationship Management.
- Project and Program Management.
- Software Lifecycle Management:
 - Application Software Change Management.
 - Application Software Enhancement Services.
 - Application Software Maintenance Services.
 - Production Support Services.
 - Release Management Services.

2.3 CDCO National Service Desk – 24x7x365 Support

Certified Incident Coordinators at CDCO National Service Desk (NSD), an Operations Management Center, are on duty 24x7x365 to monitor systems, triage incidents, and resolve potential problems efficiently.

CDCO NSD provides services to VA and non-VA Federal entities, including:

- VBA Regional Offices, National Service Centers, and their satellite offices.
- Environmental Protection Agency.
- Department of Justice.
- Department of State
- National Archives and Records Administration.
- General Services Administration.

CDCO NSD uses the CA™ Unicenter Service Desk IT tracking tool, a fully integrated Service Management Tool that handles service requests, incidents, problems, and changes.

Core competencies of CDCO's NSD are:

- Automated and manual monitoring, 24x7x365, of IT applications and infrastructure, with on-site technicians to address any anomalies.
- Highly-skilled, comprehensive incident management for network, applications, Windows, UNIX, database, and mainframe security processes, including centralized logging, automated alerting for security violations, and database scanning.
- Reliable, customer-oriented problem management, including user provisioning; report generation; and access problem resolution for mainframe and open systems.
- Consistent adherence to a documented, Information Technology Infrastructure Library (ITIL)-based Change Management procedure to reduce the risks and ensure the success of system changes.

2.4 Data Protection

2.4.1 Information Security

Ensuring the confidentiality, integrity, and availability of customer data is critically important at CDCO. VA Chief Information Officer (CIO) determined that CDCO has properly implemented system security controls and that a satisfactory level of security is present to receive a "full accreditation" level of security certification. The organization assists customers in navigating the maze of Federal guidance concerning security and compliance, including security planning, continuity of operations, the evolving requirements of Certification and Accreditation (C&A) and the related documentation. Information Security programs include:

- Center-wide security planning.
- System access support.
- Site accreditation.
- 24-hour monitoring.
- Certified security professionals.
- Independent audits and reviews.

2.4.2 Technical Security

The Technical Security team consists of highly-trained, certified security personnel with specialized concentrations in Networking, Database, Windows, UNIX, and Application security. This team effectively utilizes security tools and policy designed to secure VA assets and Veteran data hosted on CDCO's General Support System (GSS). The team strives to incorporate security into all aspects of the system development life cycle (SDLC). Early involvement, understanding and comprehensive experience with application development and data center operations is an essential component of providing security for hosted applications. The program also includes:

- 24-hour monitoring of network activity.
- Centralized logging of CDCO-hosted assets.
- Automated alerting for suspicious/malicious activity.

- Security baselines for CDCO-hosted assets.
- Round-the-clock monitoring of database activity.
- Application security analysis for CDCO-hosted applications.

2.4.3 Systems Access Management

The Systems Access Management team is responsible for the review of account access requests for systems that fall within the responsibility of CDCO; this includes mainframe, Windows, UNIX based systems and specific access to numerous application following proper implementation and security guidelines. Accounts are continually created, modified and deleted, ensuring that all customers have only the level of system access required to accomplish their job responsibilities completely.

To facilitate and maintain the security of systems access, the team also:

- Provides guidance to program management in the design and development of secure products.
- Assists customers to achieve a successful connection when accessing CDCO systems.
- Aides in the investigation of security incidents.
- Reviews and validate functionality of the Main Frame applications.

2.5 IT Service Continuity Management

A key component of safeguarding customers' important information is business continuity planning (BCP). Customers can take advantage of CDCO's proven business continuity programs, including disaster planning, application recovery, and data replication. Customers can choose from any of the three standard service offerings (mission critical, essential support, or routine support, defined in Section 2.1.2) or CDCO can customize to fit the special needs of individual customers. The organization updates and tests its continuity of operations (COOP) plans on an ongoing basis to ensure near-zero data loss and fast recovery times. Assets and services include:

- Certified business continuity professionals.
- Risk assessments and business impact analyses.
- Comprehensive disaster recovery planning.
- Off-site storage of vital records and data.
- COOP services.

CDCO provides capacity planning and availability services.

- Systems are monitored to maximize performance and identify bottlenecks.
- BMC Patrol agents are installed on all Windows and UNIX systems to enable threshold notifications and trend analysis of capacity and performance metrics.
- All systems are connected to the central monitoring systems. Any system that goes offline automatically generates notification to CDCO's NSD and to the appropriate system support personnel.

- All production Oracle databases are monitored.
- Information is collected to predict growth in systems.
- Availability management includes COOP and documentation for all business, applications, and shared infrastructure activities and resources.
 - COOP plans are tested annually for mission-critical and essential-support applications.
 - Off-site location for testing and actual recovery.
 - COOP infrastructure installed at both Hines and Philly.
- Corporate Performance Test System provides for VBA Corporate application performance testing prior to production deployment.

2.6 Data Conversion and Application Integration

CDCO is experienced in data conversion and extracting, transforming, moving, and loading (ETML) data from legacy systems to new applications, in migrating a customer's applications processing from its current processing center, and in consolidating processing of applications onto larger servers. The organization also uses middleware (BEA Tuxedo Transaction Manager, Sun E-Gate Messaging Interface Engine, Vitria SOA Platform, and XML Technologies) for commercial messaging and queuing to provide the flexibility and scalability to allow true application integration. The middleware provides universal application connectors, enabling programs to communicate across a network of heterogeneous components such as processors, operating systems, subsystems, and communication protocols, using a simple and consistent application programming interface (API) across all platforms. Core competences allow CDCO to perform:

- Application and data migration.
- ETML (data conversion).
- Middleware configuration and maintenance.
- Process consolidation and mapping.

3.0 OTHER SERVICES

3.1 VA and DOD Information Sharing

CDCO supports the Bi-Directional Health Information Exchange (BHIE), a joint information technology data exchange initiative between VA and DOD. BHIE permits VA and DOD clinicians to view electronic health care data from VA's Computerized Patient Record System (CPRS) and DOD's Composite Health Care System (CHCS). The data sharing is bi-direction, in real time, for patients who receive care from both VA and DOD facilities.

Currently, the data that is made viewable bi-directionally via BHIE includes outpatient pharmacy data, allergy data, patient identification correlation, laboratory result data (including surgical pathology reports), cytology and microbiology data, chemistry and hematology data, lab orders data, and radiology reports. BHIE is implemented at select DOD military facilities and at all VA medical facilities. BHIE permits DOD providers to view BHIE data from all VA medical facilities and VA to view BHIE data from the DOD

facilities where BHIE is implemented. VA and DOD are continuing to support the expansion of BHIE to additional DOD facilities.

Other systems with VA and DOD information sharing include: Clinical Data Repository/Health Data Repository (CHDR), Master Patient Index (MPI), Vitria Interface Engine (VIE), VistA, and Health Data Repository (HDR)

3.2 Application Administration and Project Management

AITC operates as a congressionally authorized fee-for-services organization, employing contracts for services and monthly invoicing.

- Collects weekly timesheets to allocate human resources to appropriate projects.
- Provides Program Management for all customer projects.
- Maintains personnel skills and experience necessary to keep critical support systems running properly. These include:
 - Certified and experienced Project Management.
 - ITIL-certified Configuration, Build, Release, and Change Managers.
 - Web Logic administration, configuration, monitoring, troubleshooting, and performance analysis.
 - SnapWeb (online financial reports system) support.
 - ORACLE database design and programming.
 - Personalized form letter creation and printing.
 - Web design.
 - VB and VB.Net programming.
 - Open Systems scripting.
 - SQL DB design and programming.
 - HL7 message transformation.
 - COBOL programming.
 - 30+ years mainframe experience.
 - SAS file creation.

3.3 Change Management

CDCO has an active Change Management program. The Change Order system is both expandable and exportable.

- All physical and logical changes are submitted via change request. Approximately 16,000, per year are recorded, processed, and tracked.
- An automated tool is used to track and record changes.
- Change Control Board meets weekly to review change orders.

- Any change requested with less than 72 hours implementation requires special review by CCB.
- Open Change Orders are tracked until closed.
- Change Orders require pre-defined information, such as an escalation plan and back-out plan, to be recorded.
- All requests for change are reviewed by CDCO Change Managers.

3.4 Incident Management

CDCO has a proven Incident Management program.

- Over 153,000 service desk tickets were created in FY 2009.
- A total of 25 different VA and other Government organizations are serviced by CDCO NSD.
- CDCO NSD is a true 24x7x365 support center, with 30 fulltime Service Desk Technicians.
- The automated tool is easily expandable to allow for use by more users.
- Automated alerts are in place for immediate Service Desk and e-mail notifications.
- Service Desk technicians serve as Incident Owners until an issue is resolved.
- Industry-standard metrics are in place at CDCO.

3.5 Problem Management

CDCO has a mature Problem Management program.

- USD allows the Service Desk to track repeatable incidents.
- Technicians document known work-arounds for recurring problems, until their root cause is determined.
- The Problem Manager creates formal Problem Resolution reports.

3.6 Knowledge Management

CDCO has a formal, evolving Knowledge Management (KM) program.

- Documents and solutions for many production incidents are stored for future use, in order to reduce repair time.
- Knowledge management documents are integrated with the automated tool.
- Metrics are based on actual use of KM information, not raw storage of verbiage.

3.7 Service Management Tools & Support

For customers that maintain their own help desks and have requirements for a service management toolset, CDCO has a state-of-the art enterprise-level service desk & Configuration Management Database (CMDB) solution:

- Web-based IT Service Management tool.

- ITIL facilitates programs & best practices.
- Self-service capabilities.
- Tightly integrated Knowledge Base.
- CMDB integrated to document approved configurations and understand the impact of change.

3.8 IT Asset and Configuration Management

CDCO has an active IT Asset and Configuration Management program. These programs utilize Service Management toolset and support IT business and operations.

- All physical and logical changes are submitted via change request and updated into the Configuration Management Database (CMDB).
- Hardware and software support renewals are a managed process and maintained in CMDB.
- Configuration items are managed in a “service-centric” methodology providing relationships from the service provided to the customer to the individual pieces of technology used to provide the service.
- Changes to configuration items are managed through the Change Management processes.
- Configuration items are utilized in the Service Desk processes to ensure an understanding of asset viability and availability.

IT Asset and Configuration data is used to manage the full life cycle of technology devices.

3.9 Information Assurance

Federal Agencies and their IT systems are under increasing security and regulatory compliance pressure. CDCO Information Assurance (IA) provides certified (Certified Automation Professional (CAP), Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA), Project Management Professional (PMP), GIAC Security Essentials Certification (GSEC)) and experienced subject matter experts to assist with the entire C&A process and throughout the entire System Development Life Cycle (SDLC). Services include, but may not be limited to:

- Documentation Support: All required security artifacts for the C&A process are developed to meet VA and NIST standards.
- Continuous Monitoring: Applications are monitored for continued compliance. Any changes will be documented and updated in the security artifacts.
- Security & Compliance Support: Application support provided for adherence to FISMA, NIST, Privacy Act, OMB, and other applicable VA and Federal guidance.
- Audit Support: Expert audit assistance provided during any application audits reviews, or assessments.

4.0 CDCO SUPPORTS GREEN COMPUTING

As a major consumer of electricity, CDCO is proactive in finding solutions to reducing electricity consumption. An example is the aggressive approach to virtualization of servers, which translates to fewer physical servers thereby reducing energy consumption and heat load. The organization is transitioning the data center into a higher energy per square foot facility in order to meet future technology demands. The conversion allows the consolidation of IT equipment within the existing infrastructure, and extends the life of the data center while avoiding new construction costs. Another example demonstrates how CDCO integrates and utilizes alternative energy sources to support the data centers. PITS installed a utility-interactive photovoltaic (PV) array that provides a minimum of 225 kW DC, with plans to increase the power output to 425 kW DC. PITS also installed a roof mounted cooling tower that removes heat from the chillers via a heat exchanger to improve overall system reliability and extend equipment life. In addition to reducing energy consumption, CDCO recycles paper products and plans to begin recycling plastics, metal, aluminum, and batteries. The carpet and furniture comply with Executive Orders related to greening the government through waste prevention and recycling.

5.0 RECORD CENTER AND VAULT

VA's RC&V, located in Neosho, Missouri, in a 403,160 square foot, subterranean, climate-controlled, facility, stores over 1.5 million cubic feet of primarily medical records. The facility meets the stringent new requirements for records storage facilities set by NARA. The leased facility generates annual revenue of nearly \$5 million.

RC&V provides storage for all types of records, including general, vital, unscheduled, and records held pending litigation freezes. Storing critical records and being able to retrieve them quickly can be burdensome and costly. Personnel are committed to providing their customers with the most secure, reliable, and responsible records storage and records management services available, at a fair price. Customer-requested documents stored at the RC&V can be delivered within days or in extreme emergencies delivered next business day. RC&V provides comprehensive information protection and storage solutions thereby reducing its customer's costs and risks.

6.0 BENEFITS OF CHOOSING CDCO AS YOUR IT BUSINESS PARTNER

6.1 Customer Commitment and High Standards of Excellence

CDCO is committed to serving as a business partner to every customer. Program managers facilitate communication to ensure that CDCO fully understands the scope of the customers' requirements and that the customers fully understand CDCO's role and the full complement of IT solutions available. The Program Manager is involved in account and project management, customer advocacy, system architecture, managing deliverables, and coordinating business activities. The goal is a virtual team environment with objectives, plans, and common goals. As a business partner, CDCO is committed to sustaining excellent customer relationships and delivering solutions that maximize customers' investments in technology.

CDCO's success can be attributed to the following qualities:

- **Experience** – For over 35 years, the organization has provided IT services to meet the changing requirements of its customers. Migration efforts include external VA customers like GAO, NARA, and EPA. With minimal impact and maximum ease, CDCO helped these customers move from their previous service provider. These transitions involved migration of all customer applications from various locations throughout the country to CDCO, without disruptions to processing services.
- **Reliability** – Customers expect reliable processing and products that are accurate and timely. Because CDCO is committed to reliability, it regularly contracts for independent studies to assess performance, products, services, and overall competitive posture within the Federal and private sector communities. CDCO implemented a technical infrastructure that includes recognized industry best practices to ensure that highly reliable, secure, and available computing platforms are in place for customers. Its reliability is guaranteed at a minimum 99 percent availability level for negotiated system up-time. With the advent of the franchise fund and the development of Customer Service Agreements, both CDCO and CDCO's customers now place more emphasis on performance. Today, contracts and performance are negotiated with customers to ensure clear and measurable metrics. Performance and the status of contract charges are actively monitored. When anomalies are identified, they are reviewed and corrected.
- **Flexibility** – A key factor that distinguishes CDCO from many other service providers is the flexibility to work with customers to create solutions that meet each customer's unique needs. The organization offers a broad catalog of platforms and skills to address each customer's requirements. CDCO follows through with the promise to deliver - on time and within budget - creating a win-win situation that fosters customer loyalty.
- **Security** – Ensuring the confidentiality, integrity, and availability of customer data is critically important. CDCO's security plans ensure that stringent security policies are in place and corporate safeguards are included for all systems. In fact, security measures exceed all Federal requirements and have garnered positive reports from both public- and private-sector information security organizations that have independently reviewed CDCO's program. The DR and COOP include fully functioning hot-site facilities with telecommunications capability and annual testing for readiness, compatibility, and operational availability.
- **Rapid Implementation** – CDCO is a customer-proven organization that responds quickly to fulfill the needs of its customers. The organization routinely and successfully demonstrates its ability to rapidly migrate customers from their former service provider and platforms to CDCO.

6.2 Emphasis on Enterprise “Best Practices”

CDCO is dedicated to continuous service improvement. To monitor level of service, AITC regularly contracts with independent consultants who benchmark AITC's costs and operating efficiencies against other Federal government and private industry data centers. AITC consistently scores in the top 10 percent of service providers.

CDCO continuously reviews industry best practices for methods to improve the delivery of service to the customers. Some of the initiatives implemented are listed below:

- **EMC Proven** – CDCO works directly with EMC Corporation to continuously enhance its storage architecture, with the focus on storage management, backup, and protection of mission-critical

systems within this environment. One outcome of this effort was the designation of CDCO as an EMC Proven provider. This program recognizes organizations that have invested in the best practices for enterprise storage and information infrastructure, and certifies the highest levels of performance, information availability, scalability, and customer satisfaction. CDCO was the first government entity to achieve the EMC Proven certification. Additionally, the organization is establishing a heterogeneous storage environment made up of Hitachi, HP, SUN and Clarion storage arrays configured in a “Virtual Environment” so that the storage infrastructure can support a variety of platform operating systems more efficiently and effectively. This environment enables us to offer customers local and remote data replication with very high reliability guarantees for critical data.

- Professional Certifications –CDCO personnel have a broad range of experience and expertise. Employees have earned professional certifications in multiple disciplines, including security, business continuity, service desk operations, project management, computer professionals, and ITIL principals and practices.
- Work Force Planning –CDCO career development program determines the appropriate individual skills, competencies, and knowledge required to best support customers, now and in the future. The program assesses employees’ skill sets, promotes employees’ professional growth, focuses on retaining skilled employees, and provides incentives for recruitment of employees with additional skills necessary to effectively meet long-term customer needs.

Appendix A ACRONYMS

Acronym	Definition
24x7x365	24 hours a day, 7 days a week, 365 days a year
AITC	Austin Information Technology Center
ADR	Administrative Data Repository
API	Application Programming Interface
ATO	Authority to Operate
BCP	Business Continuity Planning
BDN	Benefits Delivery Network
BHIE	Bi-Directional Health Information Exchange
BIRLS	Beneficiary Identification Records Locator System
C&A	Certification and Accreditation
CCPC	Consolidated Co-payment Processing Center
CDCO	Corporate Data Center Operations
CHCS	Composite Health Care System
CHDR	Clinical Data Repository/Health Data Repository
CICS	Customer Information Control System
CIO	Chief Information Officer
CISA	Certified Information Systems Auditor
CISSP	Certified Information Systems Security Professional
COOP	Continuity of Operations
COTS	Commercial Off-the-Shelf
CPRS	Computerized Patient Record System
CPU	Central Processing Unit
CRDC	Capital Region Data Center
D2D2T	disk-to-disk-to-tape
DES	Dental Encounter System
DOD	Department of Defense
DOJ	Department of Justice
DR	Disaster Recovery
DSS	Decision Support System
DX	Direct Expansion
EDGS	Emergency Diesel Generator System
EPA	Environmental Protection Agency
ESR	Enrollment System Redesign
ETML	Extracting, Transforming, Moving, and Loading
EWL	Electronic Wait List
FEE	Central Fee System
FMS	Financial Management System
GAO	Government Accountability Office
GSA	General Services Administration
GSEC	GIAC Security Essentials Certification
GSS	General Support System
HDR	Health Data Repository
HITC	Hines Information Technology Center

Acronym	Definition
HTH	Home Telehealth
ISDN	Integrated Services Digital Network
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITCS	Information Technology Customer Satisfaction
ITSM	Information Technology Service Management
kW	kilowatt
LAN	Local Area Network
LBX	First Party Lockbox
LGW	Loan Guaranty Web Processing
MHV	MyHealtheVet
MPI	Master Patient Index
MPLS	Multiprotocol Label Switching
M&S	Material and Subcontract
MVR	Master Veteran Record
NARA	National Archives and Records Administration
NCOA	National Change of Address
NPCD	National Patient Care Database
NSM	Network and Systems Management
NVH	Non-VA Hospital
OGA	Other Government Agency
OI&T	Office of Information and Technology
OS	Operating System
PAID	Personnel and Accounting Integrated Data
PAIT	Patient Appointments
PBX	Private Branch Exchange
PITC	Philadelphia Information Technology Center
PMP	Project Management Professional
PRI	Primary Rate Interface
RAID	Redundant Array of Independent Disks
RC&V	Record Center and Vault
SDLC	System Development Life Cycle
SNA	System Network Architecture
SONET	Synchronous Optical Network
SPC	Storage Performance Council
TB	terabytes
TCP/IP	Transmission Control Protocol/Internet Protocol
TOP	Treasury Offset Program
TP8	Transaction Processing 8
TSO	Time Sharing Option
UPS	Uninterruptible Power Supply
USD	Unicenter Service Desk
USPS	United States Postal Service
UTP	Unshielded Twisted Pair

Acronym	Definition
VA	Department of Veterans Affairs
VBA	Veterans Benefits Administration
VETSNET	Veterans Service Network
VHA	Veterans Health Administration
VIE	Vitria Interface Engine
VMS	Virtual Memory System
VPN	Virtual private network
WAN	Wide Area Network
WC/OSH MIS	Workers Comp/Occupational Safety Health Management Information System

Appendix B PRODUCT DEFINITION

Product	Product Definition	Workload Count
Business Objects Reporting (New in FY 2010)	A product that creates formal, highly detailed and ad hoc business reports.	Labor hour
Certification and Accreditation (C&A) Services	A security-oriented product that applications require annually to maintain the Authority To Operate (ATO). C&A consists of four phases: Initiation, Certification, Accreditation, and Monitoring spread over a 3-year cycle. AITC supports all four phases of C&A.	By application
Computer Programmer Analyst	A product that provides application management. A Computer Programmer Analyst defines, develops, tests, analyzes, and maintains software applications in support of business requirements. Includes writing, coding, testing, and analyzing software programs and applications. Also includes researching, designing, documenting, and modifying software specifications throughout the production life cycle.	Labor hour
Computer Room Space	Space dedicated to customers who provide their own IT operations support.	Square foot
Computer Systems Analyst	A product that analyzes user requirements, procedures, and problems to automate or improve existing electronic data processing systems. Also reviews computer system capabilities, workflow, and scheduling limitations.	Labor hour
Configuration Management	A product that provides the control of configuration item information and usage to gain optimum use within their lifecycle; to mitigate issues arising from compatibility, historical problem assets and/or capacity issues; to store and maintain related documentation, processes, procedures, and communications related to assets; to document relationships of assets to other assets, processes, contracts, business units, and customers in a manner that is retrievable for the purpose of planning, operations, problems resolution, proactive maintenance, and project management. A configuration item can be hardware, software, processes, document, people, business data or any other item that the organization feels needs to have controls enforced.	Configuration Items/Relationships
Contractor Labor Oversight	The hourly add-on cost of managing in-house direct-billable contractor services that includes but is not limited to space, telephones, desktop, AITC labor, etc.	Hour

Product	Product Definition	Workload Count
CPU Essential Support	Central processor unit (CPU) time utilized on the AITC mainframe computer by essential support applications that require their processes recovered within 72 hours with the data recovered from the time of the application's last back-up.	CPU hour
CPU Mission Critical Support	CPU time utilized on the mainframe computer by mission critical applications that require their processes recovered within 12 hours with a data loss of 2 hours or less.	CPU hour
CPU Routine Support	CPU time utilized on the AITC mainframe computer by applications that require their processes recovered within 30 days with the data recovered from the time of the application's last back-up.	CPU hour
Database Administrator	A product that supports the various database offerings at the AITC which includes installation, security, storage allocation, capacity planning, backup and recovery, monitoring, performance tuning, program migration, database changes, security access control, and coordination with developers to ensure optimal management of systems and with program managers to ensure the delivered database supports project requirements.	Labor hour
Desktop Support	A product that provides hardware and software and related maintenance and support to customers, both local and remote, who utilize the AITC exchange, file and print, and blackberry servers.	Number of PCs, laptops, and peripheral equipment devices supported per month
Disk Storage Mirrored	Storage of data in the direct access storage device (DASD) established in a single heterogeneous environment which is capable of mirroring data and creating business continuance volumes (BCV) to support mainframe and open systems platform storage needs.	GB month
Disk Storage Replication	Storage of data for essential and mission critical applications that is electronically vaulted to a remote site from DASD in the single heterogeneous environment.	GB month
Enterprise Backup (EBU) (New in FY 2010)	A product that provides periodic tape backup of customer data and its storage in an offsite location.	GB month
Help Desk Tools (USD) (New in FY 2010)	A product that provides access to the USD application which includes Incident, Problem, Change, and Knowledge Management.	Access license
Incoming Mail	A product that processes incoming mail for AITC tenants and other customers.	Pieces

Product	Product Definition	Workload Count
Linux System Administrator	A product that provides support to AITC's Linux environment. Linux System Administrators are responsible for related hardware and software installation, configuration and maintenance in support of automated applications. They evaluate planned changes and systems events to determine impact and corrective action. They also serve as technical authority in systems hardware and software design in support of short and long-range Information Technology (IT) activities.	Labor hours
Monitoring Agents	A product that captures costs associated with the monitoring agents used to monitor customer and internal applications hosted in the AITC computer room. The product captures all monitoring resource costs applicable to labor, hardware and HW/SW maintenance.	
NCOA Service	National Change of Address (NCOA) is a product that helps route veteran mailings to the most recently filed address with the U.S. Postal Service (USPS) by comparing change of addresses filed by veterans with USPS to current addresses on file with VA.	Number of addresses
Office Space	Office space occupied by AITC building tenants.	Square foot
Outgoing Mail - Hand Paced (Manual)	A product that provides manual outgoing mail processing. Examples of manual handling include mail that has physical inserts, mail that must be separated for mailing purposes earning and leave (E&Ls) statements, or mail that must be run through a postage meter.	Pieces
Outgoing Mail - Machine	A product that provides automated mail processing whereby mail is folded, inserted into an envelope, and sealed by a folder/sorter machine.	Pieces
Pass-Thru	An item purchased by the AITC on behalf of its customer and direct-billed to the customer. A Material and Subcontract (M&S) surcharge is added to the actual cost of the item to cover AITC's administrative cost of procuring the item. Examples include: IT hardware/ software and related maintenance, Data Circuit lease charges, wireless services etc.	Actual cost plus M&S
Password Resets	A product associated with the Service Desk resetting passwords for federal customers located worldwide.	Number of password resets

Product	Product Definition	Workload Count
Platform	A platform is the recurring support to an application residing on one or more open system servers. Platform costs include system administrator support to the Windows, Unix, or Linux environment; information security, service desk, and telecommunications support; hardware and software maintenance; and business office, internals controls, and other overhead support.	Per platform
Print	A product that manages print output and ensures the efficient and timely delivery of business critical documents to the intended printing device or other destination.	Lines
Privacy Officer Services (New in FY 2010)	A product that provides management of privacy issues, incidents, complaints, privacy awareness activities, privacy training and assisting with Privacy Impact assessments on systems in the SMART database.	Labor hours
Production Services Support	A product that provides control and scheduling of mainframe production jobs using an automated production control system (CA7).	Labor hours
Project Manager	A product that manages development projects for customer applications.	Labor hours
Remote Connectivity	A product that connects remote workers to business applications that reside at the AITC.	License
Report Viewing Services	A product that produces printable reports which may be viewed via microfiche, CD-ROM, SnapWeb, and future technology media.	Actuals
Senior Computer Systems Analyst	A product that develops, maintains, and supports applications and computer/network operating systems and other system software. Has primary responsibility for major projects and develops requirements, codes, tests, and implements proposed systems.	Labor hours
Service Desk Tickets (New in FY 2010)	A product that provides AITC Service Desk support through the use of the Unicenter Service Desk application for AITC customers.	Ticket
Tape Mounts	A product that performs and manages operator-assisted mounting of tape cartridges in the AITC mainframe.	Tape mounts
Tape Storage	A product that performs and manages the retrieval/replacement/storage of tape cartridges for the AITC mainframe.	Reel months stored
Telecommunication Service Support	A product that provides telecommunications infrastructure and connectivity to the VA WAN for AITC customers.	Ports

Product	Product Definition	Workload Count
Telephone Services (Lines)	A product that provides the telephone infrastructure to customers located at AITC tenant and SouthPark, a site that houses VA employees within a 3 mile proximity to AITC.	Lines
Unix System Administrator	A product that provides support to AITC's Unix environment. Unix System Administrators are responsible for related hardware and software installation, configuration and maintenance in support of automated applications. They evaluate planned changes and systems events to determine impact and corrective action. They also serve as technical authority in systems hardware and software design in support of short and long-range Information Technology (IT) activities.	Labor hours
Warehouse Space	Space dedicated to customers who utilize AITC's warehouse.	Square foot
Win System Administrator	A product that provides support to AITC's Windows environment. Windows System Administrators are responsible for related hardware and software installations, configurations and maintenance in support of automated applications. They evaluate planned changes and systems events to determine impact and corrective action. They also serve as technical authority in systems hardware and software design in support of short and long-range Information Technology (IT) activities.	Labor hours

Appendix C RATE TABLE FOR FY 2009 AND FY 2010

Product Provided	Unit Type	FY 2009	FY 2010
Business Objects Reporting	Hour		\$122.69
C&A Services Major Application/First year	Per application		\$76,320.00
C&A Services Major Application/Maintenance	Per application		\$38,160.00
C&A Services Minor Application/First year	Per application		\$38,160.00
C&A Services Minor Application/Maintenance	Per application		\$19,080.00
Computer Programmer/Analyst	Hour	\$68.56	\$75.17
Computer Room Space	Per Square Foot	\$133.24	\$391.78
Computer Systems Analyst	Hour	\$93.89	\$103.27
Computer Systems Analyst - Database	Hour	\$129.71	\$142.67
Configuration Management	Configuration Item		\$16.87
Contract Labor Oversight	Hour	\$15.04	\$17.37
CPU	CPU Hour	\$154.83	\$170.27
CPU - Essential support	CPU Hour	\$187.76	\$206.48
CPU - Mission critical	CPU Hour	\$218.39	\$240.15
Desktop Support	Per Seat/Month	\$238.24	\$216.30
Disk Storage	GB Month	\$1.91	\$2.10
Disk Storage -Essential and Mission critical	GB Month	\$8.62	\$9.48
Enterprise Backup (EBU)	GB Month		\$0.26
Help Desk Tools (USD)	Access License		\$175.20
Incoming Mail	Piece	\$0.05	\$0.05
Monitoring Agents	Number of CPUs		\$1,332.97
NCOA	Per Address	\$0.002	\$0.002
Office Space	Per Square Foot	\$43.75	\$53.30
Outgoing Mail - Hand Paced	Piece	\$0.07	\$0.07
Outgoing Mail - Machine	Piece	\$0.09	\$0.10
Passthru		Actual Cost	Actual Cost
Platform		Actual Cost	Actual Cost
Print	Per print	\$0.030	\$0.030
Privacy Officer Services	Hour		\$115.59
Production Services Support	Hour	\$102.26	\$112.43
Project Manager	Hour	\$112.69	\$123.90
Report Viewing Services		Actual	Cost
Senior Computer Systems Analyst	Hour	\$109.94	\$120.93
Service Desk Tickets	Per ticket		\$10.37
Softricity WIN	Per License/Seat	\$544.46	\$878.56
Systems Administrator - (Wintel/Unix/Linux)	Hour	\$122.16	\$134.35
Tape Mounts	Mounts	\$1.48	\$1.72
Tape Storage	Reel/Tape/Months	\$1.73	\$2.03
Telecommunication Dedicated	Per Line/Circuit	\$1,813.39	\$2,537.49
Telephone Services	Per Line/Month	\$100.71	\$130.82
Warehouse Space	Per Square Foot	\$39.38	\$44.37

Appendix D SYSTEMS SUPPORTED AT CDCO

Appendix D provides a list of applications AITC currently supports.

Application Code Name	Appl Code	Application Description
Administrative Data Repository	ADR	An authoritative transactional data repository for HeV demographic, identity management, and eligibility/enrollment information.
Alarm Server Aggregator	ASA	Monitoring solution that includes the Customer Experience Manager (CEM) black box solution. Will monitor HealtheVet applications and first pilot on MHV (MyHealtheVet).
Allocation Resource Center	ARC	An online system used to classify, by type of care, all veterans inpatient and outpatient service for the fiscal year.
Architecture for Common Services	ACS	Provides Web Logic service oriented architecture for HealtheVet (HEV) Projects. Includes Person Service Lookup, Demographics, Identity Management; Cross Application Interface Protocol, Delivery Service, Naming/Directory Service, and Standard Data Service.
Austin Integrated Funds Control, Accounting and Procurement (IFCAP) Server	IFC	Provides fiscal and acquisition support to the Austin Information Technology Center (AITC) and other resident organizations.
Automated Distribution System	ADS	Controls the distribution of Department of Veterans Affairs (VA) recurring publications to all field facilities and to VA Central Office (VACO) components.
Automated Safety Incident Surveillance and Tracking Systems (ASISTS)	AST	AST is the name of a Data Management Interface (DMI) message queue on the mainframe. Messages received from an external application, known as ASISTS (owned and maintained by Veterans Health Administration (VHA)) containing specified data is bled and processed as input to the Workers Compensation for Department of Veterans Affairs (WCP/VA) database.
Automated Sales Reporting	ASR	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). Creates reports for Veterans Canteen Service back-office functions and registers.
Benefits Delivery Network Hardware and Software Purchases	BDN	Hardware and software purchases for Department of Veterans Affairs (VA) benefits payments system for the disaster recovery (DR) platform hosted Philadelphia.
Benefits Products Division	BPD	Track 2nd floor tenant costs for the Office of Enterprise Development (OED) group.
Capital Asset Management System	CAM	Captures, tracks, evaluates and reports on all Department of Veterans' Affairs (VA) capital asset initiatives and Information Technology (IT) appropriations. Status reporting to Office of Management and Budget (OMB), Congress, VA senior management, Federal Real Property Council, and other government agencies that share information with VA.
Centralized Accounts Receivable - Batch	CAR	The system maintains portfolios of delinquent benefit debts, including foreclosed home loans, active and delinquent education loans, and overpayments of compensation.

Application Code Name	Appl Code	Application Description
Centralized Accounts Receivable System Online	CAO	Assists Debt Management Center (DMC) in the collection of government overpayments and provides reports and statistical data on the volume and characteristics of the overpayments.
Centralized Administrative Accounting Transaction System (CAATS)	CAT	Centralization for related administrative accounting functions. Stations input Financial Management System (FMS) documents transactions on-line and these are reviewed and approved/returned to the initiator. Batch process loads approved transactions into FMS.
Chapter 33 Interface	C33	Provides for hardware infrastructure, software, maintenance, and labor to support VMware web presence in an isolated computer network to support external web sites on VM platform.
Civilian Personnel Registry	CPR	Index system that provides the physical location of personnel folders for retired or separated government civilian employees.
Clinical Case Registries	CCR	Combines the Hepatitis C and Immunology Case Registry.
Community Nursing Home	CNH	Facilitates care of veterans in community nursing homes. Provides information describing nursing homes such as type (Department of Veterans Affairs (VA) contract, non-VA paid), level of care, capacity, per diem rates, Medicare
Compensation and Pension	CNP	Provides a SAS® formatted extract of Veterans Benefits Administration (VBA) Compensation & Pension data.
Computer Assisted Payment Processing System	CAP	Generates Financial Management System (FMS) payment transactions from matched vendor invoices and Department of Veterans Affairs (VA) facility receiving reports.
Consolidated Copayments Processing Center	CCP	Centralized system for the Veterans Health Administration Revenue Office (VHARO) for printing first party bills, and mailing them to debtors.
Cooperative Studies Program	CSP	Clinical Research Pharmacy located in Albuquerque, New Mexico. The center supports several dozen clinical trials throughout the US and several foreign countries.
Core Infrastructure Services	CIS	Categorization for Change Order workflows.
Credit Card System	CCS	Citibank (formerly Rocky Mountain Bank) credit card application processes when requested by Financial Services Center. A report is created and placed in Rogers Software Development (RSD) software for Financial Services Center (FSC).
Customer Owned Assets	COA	Provides discounted disk storage and hardware and software maintenance to Veterans Benefits Administration (VBA) for the Sequent boxes.
Customer User Provisioning System	CUP	Manage user access to Austin Information Technology Center's (AITC) z900 mainframe computer resources, data files, and other software tools. Possibly be implemented as access control interface for all existing and future Unix (all flavors),

Application Code Name	Appl Code	Application Description
Data Architecture Repository	DAR	Portal to the Department of Veterans Affairs (VA) data environment, a central location to find information about VA metadata and other VA related documentation. DAR shows (1) what kind of data VA has available (2) how the data elements are related (3) where the data resides.
Data Management Interface	DMI	Interface engine that moves data between Veterans Health Administration (VHA) Veterans Health Information Systems and Technology Architecture (VistA) applications and mainframe applications running at the Austin Information Technology Center (AITC).
Data Translation	DT1	Translation service provided to Veterans Health Administration (VHA) to translate incoming data from one format.
Debt Management Collection	DMC	Provide printing and mailing services for Centralized Accounts Receivable (CARS)-reports and letters from the St. Paul Debt Management Center (DMC).
Debt Management System	DM2	Manages the communication of Veterans Health Administration (VHA) first party debts referred to the Veterans Benefits Administration (VBA) Debt Management Center (DMC) for debt collection activities.
Decision Support System	DSS	A database built from standard Veterans Health Administration (VHA) data sources. DSS uses clinical and financial data to provide state-of-the-art activity based costing and clinical productivity analyses.
Dental Encounter System	DES	Centralized repository for weekly dental encounter data transmitted from Veterans Health Information Systems and Technology Architecture (VistA).
Department of Immigration Health Processing	DIH	Receive File Transfer Pool (FTP) files from Financial Services Center (FSC) on Austin Information Technology Center (AITC) mainframe and electronically transmit those files to Department of Treasury (DOT).
Distribution of Operational Resources	DOR	Integrates workload, quality, and fiscal data for Veterans Benefits Administration (VBA) operations.
Document and Correspondence Management System	DCM	Web-based system that manages exec level correspondence with Congress/other Federal agencies; state/local/tribal governments; foreign governments; veterans service organizations; private citizens, and Department of Veterans Affairs (VA) employees. It has search, reporting, email notification and security capabilities.
eBenefits	EBN	An application that will be accessible through both the internet and Department of Veterans Affairs (VA) Wide-Access Network (WAN). It is a VA/Department of Defense (DOD) portal that serves up benefit information from both agencies.
EDI Transaction Management/Analysis tool (Edifecs suite of software)	ETA	Performs analysis and reporting on electronic medical claims and insurance verification transactions, which are sent to two (2) different systems for processing (Gentran & Vitria BusinessWare) and then processed by Edifecs® software.

Application Code Name	Appl Code	Application Description
eLearning	ELN	The Department of Veterans Affairs (VA) Self-Service eLearning Portal is a website that is designed to allow users the ability to request access codes for online courses and certification exams.
Electronic Card System	ECD	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). This is a reloadable card program that each canteen uses to record meals served to students, doctors, volunteers, etc., and provides detailed information.
Electronic Contract Management System	ECC	Automated acquisition tool, initially for procurement of computer hardware and software-2 contracts.
Electronic Data Interchange - Financial	EDF	Exchanges vendor invoice data in common business documents electronically between Department of Veterans Affairs (VA) and other business entities.
Electronic Data Interchange - General	EDI	Austin Information Technology Center (AITC) uses Electronic Data Interchange (EDI) technology in support of multiple applications to exchange data in common business documents electronically between Department of Veterans Affairs (VA) and other business entities.
Electronic Data Interchange - Loan Guaranty Processing (Mortgage Defaults)	EDL	Veterans Benefits Administration (VBA) uses Electronic Data Interchange (EDI) to service the administration of veterans' Loan Guaranty (LGY) benefits. Financial Services Center (FSC) EDI staff directly supports these efforts.
Electronic Data Interchange - Medical Care Cost Recovery Program	EDM	The Medical Care Cost Recovery (MCCR) Program Office uses Electronic Data Interchange (EDI) in administering third-party health claims. Financial Services Center (FSC) EDI staff directly supports these efforts.
Electronic Data Interchange - OA&MM Denver Distribution Center	EDD	Electronic Data Interchange (EDI) processing of invoices for the Denver Distribution Center (DDC).
Electronic Data Interchange - Prime Vendor Subsistence	EDS	Electronic Data Interchange (EDI) processing of invoices and payments under the Prime Vendor Subsistence program.
Electronic Data Interchange - Procurement	EDP	Translates Department of Veterans Affairs (VA) purchase orders; requests for quotes, bids, vendor invoices, vendor acknowledgments; and vendor registration into agreed-upon formats for processing.
Electronic Data Interchange - Veterans Canteen Service	EDC	The Veterans Health Administration (VHA) Veterans Canteen Service (VCS) utilizes Electronic Data Interchange (EDI) for the electronic funds transfer payment process. The Financial Services Center (FSC) EDI staff directly supports these efforts.
Electronic Error Logging System	EEL	Collects and aggregates into a central database the contents of exception logs created by components in the HealtheVet (HEV) Veterans Health Information Systems and Technology Architecture (Vista) Service Oriented Architecture (SOA) subsystem within Architecture for Common Services (ACS).

Application Code Name	Appl Code	Application Description
Electronic Payroll Deduction System	EPD	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). Uses Veterans Canteen Service (VCS) issued credit cards much like a company credit card. Based on system calculations, payments are deducted from biweekly salary of Department of Veterans Affairs (VA) customers with a balance on their card as posted to their account.
Eligibility Phase II Priority Letters	EPL	Follows Health Eligibility Center (HEC) Phase I that inserts veteran specific data into electronic forms/letters, print letters and forms and mails them to veterans.
Emerging Pathogens Initiative	EPI	Assists in tracking infectious diseases. It establishes a SAS® data set which is used by the Office of Infectious Diseases (OID).
Enrollment Database	EDB	Processes all national enrollment applications and acts as the official repository of all Veterans Health Administration (VHA) information regarding enrollment.
Enrollment System Redesign	ESR	HealtheVet (HEV) replacement system for the enrollment system. One component of the “system of systems” needed to implement HealtheVet Registration, Eligibility and Enrollment environment.
Enterprise Infrastructure Engineering	EIE	Enterprise Infrastructure Engineering equipment located on the AITC datacenter floor used in testing, evaluating, and researching products and concepts for use throughout the VA.
Enterprise System Security Change Control Board	ESB	To track any Information Technology Infrastructure Library (ITIL) services to be used by Enterprise System Security Change Control Board. This may include change, incident, problem, and request management.
Enterprise Testing Services	ETS	A Pre-production testing lab used by Enterprise Infrastructure Engineering (EIE) Enterprise Testing Service (ETS) to support HealtheVet (HEV), Legacy Veterans Health Information Systems and Technology Architecture (VistA), and Wide-Access Network (WAN) emulation testing
Environmental Agents System	EAS	Combination of application inputs for Agent Orange, Persian Gulf War and Dependents of Gulf War Veterans and Ionized Radiation registries.
Environmental Epidemiology Service	EES	Receives a roster of social security numbers for recently-discharged veterans who served during the Persian Gulf Era from the Department of Defense (DOD) on a quarterly basis.
Essense	ESE	Veterans Health Administrations (VHA) Geographic Information System (GIS) for Biohazard monitoring.
Exchange Server Support	EXS	Provide Exchange Server support for Financial Services Center (FSC).
Executive VA Contact Manager	EVA	Also called ExecVA. Used for critical communications both inside and outside the Department of Veterans Affairs (VA). This is not intended to be a replacement of Office of Enterprise Architecture Management (OEA) in the interim, it is one of the six replacement applications once the Certification and Accreditation Services

Application Code Name	Appl Code	Application Description
		(C&A)/Authorities to Operate (ATO) are issued.
Federal Assistance Data System	FAD	Reports the distribution of Department of Veterans Affairs (VA) assistance and award monies by state and county.
Federal Computer Assisted Payment Processing	FED	Automates accounting data entry to Computer Assisted Payment Processing System (CAP) for Federal purchases.
Federal Financial System (GAO)	FFS	Government Accounting Office's (GAO) Federal Financial System (FFS).
Federal Procurement Data System	FPD	Data collection and reporting system that receives input via the FALCON system from all Department of Veterans Affairs (VA) facilities on all VA-executed contracts.
FEE Basis Treatment	FEE	Authorizes and pays private physicians, hospitals (in-patient) and pharmacists for products and services dispersed to approved veterans for non-Department of Veterans Affairs (VA) care. This system also reimburses veterans for medical care and travel.
Fee FSC Claims	FFC	Allows Austin Information Technology Center (AIRC) to properly invoice the Financial Services Center (FSC) for Central Fee Program Office interface work associated with FSC initiatives being developed for Chief Business Office (CBO).
Finance Accounting System	FAS	A fully integrated financial management system, which will use commercial off the shelf (COTS) products to leverage financial management system best practices. It will conform to the Financial System Integration Office (FSIO) tested requirements. IFAS will be hosted by a financial management Shared Service Provider (SSP) or qualified private sector provider (henceforth also referred to as "SSP") in accordance with Office of Management and Budget (OMB) Financial Management Line of Business (FMLOB) guidance. Austin Information Technology Center (AIRC) will only provide consultant services for this project.
Financial Imaging Extract	FIE	Bi-directional data repository that sends and receives health care information from Department of Defense (DOD). Department of Veterans Affairs (VA) has access to the veteran's previous health information, and allows transmission of activated Reserve and Guard member's VA health care information to DOD.
Financial Management Information System	FMI	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VACA). The primary financial accounting and reporting system for Department of Veterans Affairs (VA) Veterans Canteen Service (VCS).
Financial Management Information System	POM	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VACA). Manages the Veterans Canteen Service (VCS) inventory for 170 sites across the United States and Puerto Rico.
Financial Management System	FMS	The single VA-wide financial management system that automates and integrates VA's accounting systems and reports financial services and information to all VA

Application Code Name	Appl Code	Application Description
		organizations.
Financial Reporting Data Warehouse (FRDW)	FW1	Extracts records from source systems, interface files, and Financial Management System (FMS) and then loads the data into a common database using Informatica PowerCenter.
Financial Reports System	FRN	Provides customer-friendly menus and online help. Provides Windows-based reports, graphs, and text files from the FRN database which can then be downloaded to a local PC or network.
Financial Services Center	FSC	To track any Information Technology Infrastructure Library (ITIL) services to be used by Financial Services Center (FSC). This may include change, incident, problem, and request management.
Fiscal Users Menu	FUM	Provides an array of Financial Management System (FMS), General Ledger, Personnel and Accounting Integrated Data (PAID), and CDR financial reports. FMS, Cost Distribution Report (CDR), and General Ledger reports contain non-sensitive data available to all AITC customers.
Forms and Publications	LOG	Supports the storage, ordering and distribution of forms, publications and various other items stocked at the Service Distribution Center (SDC).
Franchise and Trust Oversight Web (FTO Web)	FTW	A financial data repository for the Franchise and Trust Food Oversight Office (FTO) that the FTO developed for their Trust Fund Oversight program.
Freedom Of Information Act Reporting	FOI	Data entry and reporting application for Freedom Of Information Act (FOIA) statistics.
FTO Office AITC Tenant	FTT	Franchise and Trust Fund Oversight Office (FTO) Austin Information Technology Center (AITC) tenant charges.
Functional Status and Outcomes Data (FSOD)	FIM	Collects recovery data on patients. Data is centrally stored in a national Physical Medicine & Rehabilitation Services (PM&RS) database warehoused at the Austin Information Technology Center (AITC).
Geographical Distribution System	GDX	Generates reports on the distribution of all Department of Veterans Affairs (VA) expenditures by state, county, and Congressional district.
Gravesite Reservation System	GRS	Receives a file of gravesite reservations for dependents of veterans. Designed to produce correspondence to be mailed to each reservee requesting confirmation of their intent to use.
Health Data Repository	HDR	The Health Data Repository (HDR) and Clinical Data Repository/Health Data Repository (CHDR) host computerized all-encompassing patient records delivered to the Austin Information Technology Center (AITC) from various medical centers.
Health Eligibility Center	HEC	Inserts veteran specific data provided by Health Eligibility Center (HEC) into electronic forms/letters, print letters and forms and mails them to veterans.

Application Code Name	Appl Code	Application Description
Health Eligibility Reports	HER	Uses the Master Veteran Record (MVR) to match veteran's social security number or Department of Veterans Affairs (VA) claim numbers through various databases and produces report used to determine veterans' eligibility for Veterans Health Administration (VHA) medical services.
Health Information Exchange	HIE	Data repository that receives information from the Department of Defense (DOD). It provides the Department of Veterans Affairs (VA) with access to the veteran's previous health information.
Healthcare Associated Infection and Influenza Surveillance System	HIS	Facilitates the transmission of messages from various Veterans Health Information Systems and Technology Architecture (Vista) applications with a vendor application software (QC Pathfinder®) at a national level. The application will reside at Austin Information Technology Center (AIRC).
HealtheVet Applications	HEV	Support the procurement of hardware and software and associated setup, labor and Austin Information Technology Center (AIRC) products to refresh, integrate and provide a disaster recovery (DR) solution as well as a consolidated computing infrastructure for existing pre-prod and production servers for HealtheVet applications. Umbrella application for Enrollment System Redesign (ESR) and Architecture for Common Services (ACS).
High Performance Development Model	HPD	The High Performance Development Model (HPDM) provides a framework for the Veterans Health Administration (VHA) to develop a highly skilled, customer-centered workforce for the 21st century.
HIPPA Validation tool (Instream)	HIP	Validates electronic Health Insurance Portability and Accountability Act (HIPAA) mandated medical claims. Accommodates Veterans Health Administration (VHA) contracted Healthcare Clearinghouse requirements to reduce rejections. Critical for VHA Chief Business Office (CBO) electronic medical claims processing.
Home Based Primary Care	HBC	A patient-oriented information system of patients admitted to the home based care program.
Home TeleHealth	HTH	Maintenance of modem back and physical network connectivity (firewalls, cables, etc.) for system setup so that veterans will have devices to check vitals and send information to the doctors.
Hospital Inquiry	HNQ	This purpose of this code is to create a new Change Order (CO) category that will allow us to track changes to the Hospital Inquiry system as a sub-set of Enrollment Database (EDB).
Insurance	INS	A large Veterans Benefits Administration (VBA) application processed and maintained at the Office of Enterprise Development (OED). The Austin Information Technology Center (AIRC) INS system has a Customer Information Control System (CICS) transaction server link to Philadelphia.

Application Code Name	Appl Code	Application Description
Insurance Identification and Verification	IIV	Electronic data interchange for Veterans Information Systems and Technology Architecture (VistA) requests for veteran insurance eligibility and return responses from insurance carriers.
Integrated Data for Enforcement Analysis	IDE	Environmental Protection Agency (EPA) centralized data repository used for querying.
International Payments	INP	Collects, edits, and summarizes all benefit payments made to payees residing outside the United States on a quarterly basis. Quarterly and fiscal year-to-date reports are printed in Department of Veterans Affairs Central office (VACO).
Inventory Management System	IMS	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). Used by Veterans Canteen Service (VCS) staff to manage canteen inventories as well as maintain prices of items sold within the canteens.
Journal of Rehabilitation Research and Development	JRD	A peer-reviewed, international, indexed, open-access scientific publication in the multidisciplinary field of disability rehabilitation initiated in 1964.
KLF Server Support	KSS	Allows non-programmers to produce standard and ad hoc reports on national databases.
Lab Data Sharing and Interoperability	DSI	Facilitate electronic order entry, results retrieval between Department of Defense (DOD), Department of Veterans Affairs (VA), and commercial reference labs to maximize lab resources and reduce costs.
Laboratory	LAB	Centralized application of clinical laboratory information received from Department of Veterans Affairs Medical Center's (VAMCs) laboratory systems on Veterans Information Systems and Technology Architecture (VistA).
Librix	LIB	Web-based training application for all Veterans Health Administration (VHA) employees.
Liver Disease Database	LDR	An important tool for Department of Veterans Affairs (VA) Hepatitis C Resource Center (HCRC) program to identify gaps in the care of patients with liver disease, monitor performance, develop new interventions to improve care, and assess the impact of these interventions.
Loan Guaranty Processing	LGY	Consists of Systems used to determine and process Veterans benefits regarding Home Loan eligibility and Loan guarantees.
Loan Guaranty Processing Web	LGW	Loan Guaranty Processing Web (LGW) is the Hardware, Software, and Application environment residing in the Austin Information Technology Center (AITC) supporting all Loan Guarantee (LGY) Web Applications.
Loan Service and Claims	LSC	Maintains the operational control, servicing and reporting of defaults, claims, and liquidation of Government Issue (GI) loan accounts throughout the United States and Puerto Rico.

Application Code Name	Appl Code	Application Description
Local Payroll for ORM	LOP	Veterans Health Information Systems and Technology Architecture (Veterans Health Information Systems and Technology Architecture (Vista) technical Support to Financial Services Center's (FSC) support of Office of Resource Management (ORM) payroll.
Lockbox (First Party)	LBX	A first party debt collection system for the centralized collection of checks and credit card payments at a bank and reconciles the necessary steps to apply the funds to a patient's account at the Department of Veterans Affairs Medical Centers (VAMCs).
Lockbox (Third Party)	EPH	An automated method for receipt and tracking of claim payments and associated data within the Department of Veterans Affairs (VA).
Lockbox Funding Fee	LFF	A web based funding fee payment system (FFPS) that allows lender to make their funding fee payment online.
LOG Procurement History and Catalog	ISM	Collects data based on purchase orders and amendments generated in Integrated Funds Control, Accounting and Procurement (IFCAP). The data is used for statistical analysis and as a basis for standardization of certain items.
Mail Server MUMPS Farm	MMF	Provides Simple Network Management Protocol (SNMP) messaging services for handling transaction messages to and from the Veterans Health Administration (VHA) facilities. Messages are transferred from and to Data Management Interface (DMI) for interfacing with various applications within Massachusetts General Hospital Utility Multi-Programming System (MUMPS).
Master Patient Index	MPI	Primary vehicle for assigning and maintaining unique patient identifier. Provides a single master index of all Veterans Health Administration (VHA) patients. Allows messaging of patient information among the institutional partners and sharing of patient data between Department of Veterans Affairs (VA) medical facilities.
Master Veteran Record	MVR	A logical record dynamically created from a collection of interconnected databases that contain data of interest across multiple Department of Veterans Affairs (VA) components with data derived from a dynamic query of other data sources and is not a system of record.
Medical Registry System	MRS	Facilitates access to medical records retired from military medical treatment facilities.
Medical SAS Files	MDP	Analyzes long-term care data on patients in Department of Veterans Affairs (VA) facilities.
Military Personnel Registry	MPR	Registry provides the physical location of military folders of separated veterans. National Archives and Records Administration (NARA) maintains the folders at the St. Louis National Record Center.
Minimum Dataset	MDS	A database oriented system to provide storage, access and analysis of long-term care data on patients in Department of Veterans Affairs (VA) facilities. Also called Resident Assessment Instrument/Minimum Data Set (RAI/MDS).

Application Code Name	Appl Code	Application Description
Mortgage Loan Accounting Center	MLA	Provides various tenant services such as Local Area Network (LAN), Integrated Funds Control, Accounting Procurement (IFCAP), acquisition, telephone support, and facilities support.
MyHealtheVet	MHV	Web site portal to provide information to veterans about services available from Department of Veterans Affairs (VA).
National Archives Administration	NAR	Refers to multiple National Archives and Records Administration (NARA) applications costs attributable at the customer level.
National Center for Veterans Analysis and Statistics (NCVAS) Web Portal Implementation	VDS	The National Center for Veterans Analysis and Statistics (NCVAS) web portal disseminates Department of Veterans Affairs (VA) veteran statistics to a wide range of users. The web portal serves both internal and external customers through the VA Intranet and Internet respectively.
National Finance Center Printing	NFP	A set of biweekly reports generated primarily from the National Finance Center (NFC) based Mission and Assignment Tracking System (MATS).
National Item File	NIF	Creates national standards so supplies can be consistently tracked. Provides basis to identify local level requirements for standardization and national contracts opportunities.
National Patient Care Database	NPC	Collects and stores clinical and administrative data received from Veterans Health Administration's (VHA) Veterans Integrated Systems Technology Architecture (VistA) software.
National Provider Identifier (NPI) Extract Scheduling Web Portal	NSP	Enables scheduling of jobs to create listing of National Provider Identifier (NPI) at each Department of Veterans Affairs Medical Center (VAMC). The portal interacts with Veterans Integrated Systems Technology Architecture (VistA) software by sending and receiving job scheduling messages.
Nationwide Health Information Network	NHI	The Nationwide Health Information Network (NHIN) is a 'network of networks' to connect diverse entities needing to exchange health information; a common, secure, nationwide, interoperable network for exchanging health information.
Netezza	NTZ	Primary data processing and fraud analysis system for the Office of Inspector General.
Non-VA Hospital Administration Statistics System	NVH	Determines appropriate Diagnosis-related group codes, computes payments to be made, and issues reports for Medical Administration Service and fiscal offices.
Office of Enterprise Architecture Management	OEA	Production Server Environment.

Application Code Name	Appl Code	Application Description
On-Line Data Entry for PAID (see PAD)	OLDE	On-Line Data Entry (OLDE) is considered to be the “front-end” process to PAID. OLDE automates the manual code sheet processing by providing comprehensive data editing using the PAID Master Records (PMR). OLDE provides all VA stations the capability to enter, edit and correct PAID HR transactions in an on-line interactive mode. Veterans Benefits Administration (VBA) inputs timecards through PAID OLDE. Alternatively, Veterans Health Administration (VHA), VA Central Office (VACO), AITC, and Financial Services Center (FSC) use the Enhanced Time & Attendance System (ETA) to input timecards.
Operation Enduring Freedom	OEF	Development, maintenance of a system to process letter requests, print and mail the letters to recently discharged service personnel. Created to segregate OEC letter processing costs for the Health Eligibility Center (HEC).
Patient Assessment File	PAF	Maintains assessments for intermediate medicine and/or nursing home care patients. Surveys and assessments are done on a schedule specified by Department of Veterans Affairs Central Office (VACO).
Patient Index Registry System	PIR	Maintains records and provides the physical location of medical folders for separated patients. The folders are kept at the National Civilian Personnel Record Center.
Payroll Management Report	PMR	The General Accounting Office (GAO) Payroll/Personnel Management Reporting System (PPMRS) is a set of periodic reports written in SAS® software language which are generated from a biweekly interface of personnel data provided by GAO.
Personal Identity Verification IT Service Management Workflow	PVW	Used to track the costs associated with allowing the Personal Identity Verification (PIV) office to use the Corporate Data Center Operations (CDCO) National Service Desk.
Personal Identity Verification System	PIV	System used to deploy Personal Identity Verification (PIV) cards to Department of Veterans Affairs (VA) Austin Information Technology Center (AITC) employees and contractors to fulfill the mandates of Federal Information Processing Standards (FIPS) publication 201 and its associated Special Publications.
Personnel and Accounting Integrated Data	PAD	Department of Veterans Affairs (VA) automated payroll system and serves as the central system for support of human resources and payroll functions.
Pharmacy Insurance Claims	PHR	Automates submission of prescription claims using the Health Insurance Portability and Accountability Act (HIPAA)-mandated National Council of Prescription Drug Program (NCPDP), Telecommunication Standard 5.1.
Pharmacy Re-Engineering	PRE	The purpose of this program is to establish and host development and test environments for the purpose of performing full lifecycle testing in support of the ongoing Department of Veterans Affairs (VA) Pharmacy Reengineering (PRE) software development project. Resides at Austin Information Technology Center (AITC)

Application Code Name	Appl Code	Application Description
		on Isolated Customer LAN (ICL).
Portal for Electronic Third-party Insurance Recovery (PETIR)	PET	Umbrella application for Electronic Data Interchange - Medical Care Cost Recovery Program (EDM), Lockbox (EPH), Insurance Identification and Verification (IIV), Pharmacy Insurance Claims (PHR), National Provider Identifier (NSP), HIPPA Validation tool (HIP) & EDI Transaction Management/Analysis tool (ETA). Streamlines the management of multiple components, including simplification of documentation for security, disaster recovery, and privacy.
Presidential Memorial Certification	PMC	Initiates requests on a family's behalf and prints the Presidential Memorial Certificates which express, from the President, the nations gratitude for a veterans honorable service to the next of kin.
Prisoner of War	POW	As part of Ex-Prisoner of War (POW) Medical Evaluation Program, provides a complete medical and psychiatric evaluation for Ex-POWs.
Program Cost Report	PCR	Monthly report provides Veterans Health Administration (VHA) management with information on full time equivalents (FTE), personal services, and other costs. Offers capability to compare facility costs to nationwide per-unit cost.
Program for Locality Adjustments for Nurses	PLN	The Program for Locality Adjustments for Nurses is a software program designed to assist Department of Veterans Affairs (VA) human resources management offices in developing pay schedules for the Nurse Locality Pay System (NLPS).
Records Locator System	RLS	Primary veteran record database application used to process online inquiry and update transactions to provide Department of Veterans Affairs (VA) customers with verified veteran data. Replicated on Mainframe.
Records Management System	RMS	Technical support including record retrieval and storage, static Web page design to describe vault activities.
Records Retrieval System	RRS	Online we application that facilitates and tracks record transmittals and receipts. Record request forms can be completed and saved online, expediting and streamlining Records Center and Vault (RC&V) services.
Region 1 Regional Data Processing	RD1	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 1 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Region 2 Regional Data Processing	RD2	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 2 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Region 3 Regional Data Processing	RD3	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 3 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.

Application Code Name	Appl Code	Application Description
Region 4 Regional Data Processing	RD4	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 4 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Region 5 Regional Data Processing	RD5	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 5 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Region 6 Regional Data Processing	RD6	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 6 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Region 7 Regional Data Processing	RD7	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Region 7 Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Regional Data Processing	RDP	To track any Information Technology Infrastructure Library (ITIL) services to be used by Veterans Health Administration (VHA) Regional Data Processing at Austin Information Technology Center (AIRC). This may include change, incident, problem, and request management.
Residential Home Care	RHC	Supports administration of care of veterans in private residences or other privately operated care facilities.
Retail, Accounting, Procurement, Technology with Organizational Reporting	RAP	This application will support the operation of 172 canteens at Department of Veterans Affairs (VA) medical centers across the country by tracking and reporting on retail, food, vending services and catalog orders to VA patients and caregivers. Also known as RAPTOR.
Spinal Cord Injury System	SCI	Consists of a single Web Logic server and uses the National Patient Care Database (NPC) Sun V880 and Sun V440 servers for the SCI database.
Strategic Asset Management System	SSM	Computerized asset management system that provides asset management, work management, materials management, and purchasing capabilities to help Veterans Health Administration (VHA) maximize productivity and extend the life of its resources.
Supplier Idea Portal	SIP	Internet website for Department of Veterans Affairs (VA) vendors to submit ideas for improving the acquisition process.
TeamMate Server Support for Internal Control Service	TM7	TeamMate support for Internal Controls Service (ICS).
TeamMate Server Support for Management Quality Assurance Service	TM5	TeamMate support for Management Quality Assurance Service (MQAS).
Test System Services	TSS	Contractor Support.
The Image Management system (TIMS)	TIM	Allows for automated educational benefits claims processing and is in the process of being redesigned.
Time And Attendance System	TAS	Combines the time and attendance transactions from all General Accounting Office (GAO) organizations into a

Application Code Name	Appl Code	Application Description
		common file.
Treasury Offset Program	TOP	A Federally mandated debt referral program that reports Department of Veterans Affairs (VA) debts through Treasury offset.
Unsolicited Response/Vision Share	URV	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). Used to convey medical charge information from Medicare/Trailblazer to Financial Services Center (FSC), calculate the deductible reimbursement amount if any and report that to each site; prevent overcharges to supplemental insurers and veterans for beneficiary claims.
VA Loan Electronic Reporting Interface (VALERI)	VAL	Tracks billing for use of the Unicenter Service Desk (USD) tool.
VA Strategic Communication System	SCS	An enterprise-wide document and workflow management system that will serve as a replacement of the existing correspondence management software, Web Case and Issues Management System (WebCIMS).
VADIR Data Transfer Service	VDX	This application enables the transfer of Department of Veterans Affairs/Department of Defense (VA/DOD) Identity data between VA/DOD Identity Repository (VADIR) and Prudential.
VADIR-VA/DOD Identity Repository	VDR	Consolidates data transfers between the Department of Defense (DOD) and the Department of Veterans Affairs (VA). DOD's Defense Manpower Data Center (DMDC) stages shared data as defined in a Memorandum of Understanding (MOU) and transmits data to VADIR. This data becomes available to VA organizations to assist in determining veterans' benefits.
VBA Functional Test	VFT	Segregates Contractor support expenses for Veterans Benefits Administration's (VBA) Corporate Applications (CRP) performance test.
VBA Test System Services (Exhibit G)	TST	Provide additional technical infrastructure components, disaster recovery DR domain reconfiguration, and limited contractor services to establish a test environment that resembles Austin Information Technology Center (AITC)-located production domain that hosts VBA Corporate (CRP) production applications.
Veterans Administration Canteen Applications	VCA	Veterans Canteen Service (VCS) Application Suite that includes Automated Sales Reporting (ASR), Electronic Card System (ECD), Electronic Payroll Deduction System (EPD), Financial Management Information System (FMI), Financial Management Information System (IMS), Financial Management Information System (POM), Unsolicited Response/Vision Share (URV), and Veterans Administration Canteen Applications - Website (VCW).
Veterans Administration Canteen Applications - Website	VCW	Part of Veterans Canteen Service (VCS) Application Suite: Veterans Administration Canteen Applications (VCA). Website used to track services provided to Veterans Canteen Services web site.
Veterans Administration Police System	VAP	Police journal and offense reporting system.

Application Code Name	Appl Code	Application Description
Veterans Affairs Central Office (VACO) Information Technology (IT) Service Management Workflow	ITS	Code used to designate a specific office in Department of Veterans Affairs Central Office (VACO) in order to route service desk tickets.
Veterans Assistance Discharge System	VAD	Designed primarily to disseminate information to all recently discharged veterans on Department of Veterans Affairs (VA) benefits and entitlements.
Veterans Benefit Administration Data Warehouse	VD2	Veterans Benefits Administration (VBA) Data Warehouse Plans Analysis & Integration (PA&I). Austin Information Technology Center (AIRC) provides operational support services to Veterans Benefits Administration (VBA) for these two applications.
Veterans Benefits Administration (VBA) Corporate Web Environment	WBT	Veterans Benefits Administration (VBA) Corporate (CRP) WebLogic Environment.
Veterans Benefits Administration Corporate Applications	CRP	AIRC to host Veterans Benefits Administration (VBA) Corporate Applications on the Sun SF25K server. Application work to be done by VBA.
Veterans Health Administration Work Measurement	VWM	Interim data collection/storage system populated with data for management information needs.
Veteran's Information Solution	VIS	A web application that provides a consolidated view of eligibility and benefits utilization data from across Veterans Benefits Administration (VBA) and Department of Defense (DOD) Defense Manpower Data Center (DMDC), Beneficiary Identification Records Locator System (BIRLS) and Compensation & Pension Service (C&P).
Veteran's On-Line Applications	VOA	An application that will be accessible through MyHealthVet (MHV) that allows veterans to enter their application for healthcare benefits.
Veterans Online Applications (VONAPP) System	VON	Provides an easy to use and easy to understand Internet version of Compensation and Pension Service (C&P) and Vocational Rehabilitation and Employment Service (VR&E) forms.
Veterans Tracking Application	VTA	Provide ability to access medical records in real time on wounded soldiers evacuated from Afghanistan and Iraq through a new Department of Veterans Affairs (VA) version of a Department of Defense (DOD) patient tracking application.
VHA VISN 10	V10	Creates, monitors and manages service requests for that part of the Veterans Health Administration (VHA) Veterans Integrated Service Network (VISN) 10's use of Unicenter Service Desk (USD) tool.
VHA VISN 11	V11	Creates, monitors and manages service requests for that part of the Veterans Health Administration (VHA) Veterans Integrated Service Network (VISN) 11's use of Unicenter Service Desk (USD) tool.
VISN 6 IT Service Management Workflow	V06	Tracks Veterans Health Administration (VHA) Veterans Integrated Service Network (VISN) 6's use of the Unicenter Service Desk (USD) tool.
VISN 9 IT Service Management Workflow	V09	Tracks Veterans Health Administration (VHA) Veterans Integrated Service Network (VISN) 9's use of the Unicenter Service Desk (USD) tool.

Application Code Name	Appl Code	Application Description
VITRIA/VistA Interface	VIE	Interface Engine used to support HealtheVet message traffic.
White House Commission	WHC	Connection to Treasury for Financial Services Center (FSC) processing of payments for the White House Commission.
Workers Compensation (Department of Justice)	WJX	Workers Compensation Information System for Department of Justice (DOJ) is a database of worker compensation injury and illness claim data filed with the Department of Labor (DOL).
Workers Compensation (Department of Veterans Affairs)	WCP	Department of Veterans Affairs (VA) workers compensation injury and illness claim data filed with the Department of Labor (DOL).
Workers Compensation (General Services Administration)	WC3	General Services Administration's (GSA) workers compensation injury and illness claim data filed with the Department of Labor (DOL).
X-Ray Registry System	XRY	This system maintains the X-ray registry. The index provides the physical location of X-rays for separated veterans. The X-rays are kept at National Archives and Records Administration's (NARA) Civilian Personnel Record Center (CPRC).

Appendix E POINTS OF CONTACT

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